

## East Dunbartonshire Council

### Why we are engaging with East Dunbartonshire Council (East Dunbartonshire)

We are engaging with East Dunbartonshire about its **services for people who are homeless**.

To assess the risks to people who are homeless we have reviewed and compared the data for all councils from the Scottish Government's 2017/18 national homelessness statistics, the Annual Returns on the Charter and information from our previous engagement with East Dunbartonshire. From this we identified areas where we require further information and assurance from East Dunbartonshire:

- how people access the service: in Housing Options cases, the low percentage of people East Dunbartonshire recorded as presenting for homelessness reasons for whom the council completed a homelessness application;
- East Dunbartonshire's assessment of homelessness applications: the percentage it assessed as neither homeless or threatened with homelessness is above the Scottish average;
- temporary accommodation:
  - East Dunbartonshire did not make offers of temporary or emergency accommodation on a small number of occasions where it had a duty to make an offer;
  - East Dunbartonshire breached the unsuitable accommodation order on around 20 occasions;
  - the percentage of offers of temporary or emergency accommodation refused is above the Scottish average;
  - the average length of time people spend in temporary accommodation provided by East Dunbartonshire is above the Scottish average;
- outcomes for people who are homeless:
  - the number of people waiting more than one year for an outcome is above the Scottish average; and
  - the average time it took to discharge its duties to people who are unintentionally homeless from application is above the Scottish average.

### What East Dunbartonshire must do

- provide us with the information we require about its homelessness service;
- demonstrate to us that it complies with its duty to offer temporary or emergency accommodation and the unsuitable accommodation order.

### What we will do

We will:

- review the information we require from East Dunbartonshire and determine what more we may require it to do;
- monitor East Dunbartonshire is complying with its statutory duties in relation to offers of temporary or emergency accommodation and the unsuitable accommodation order; and

- review our engagement with East Dunbartonshire when it has finalised its Rapid Rehousing Transition Plan;
- review East Dunbartonshire's service quality performance for improvement with a particular focus on the following areas when it submits its next Annual Return on the Charter
  - complaints management;
  - days to complete non-emergency repairs;
  - repairs completed right first time;
  - days to re-let properties; and
  - gross rent arrears of rent due.

## Regulatory returns

East Dunbartonshire must provide us with the following annual regulatory returns:

- Annual Assurance Statement;
- Annual Return on the Charter; and
- the return on the Energy Efficiency Standard for Social Housing.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.



[Read more about East Dunbartonshire Council >](#)

### Our lead officer for East Dunbartonshire Council is:

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